HCL's Base90
for Utilities

A pre-packaged Utilities deployment
solution for SAP S/4HANA

Limited by Your Current Customer Information and Billing Solution?

Today's consumers demand seamless customer experiences across all touchpoints with a business– and that includes with their utility providers. Yet as an industry, utilities has struggled to build a truly customer-centric culture.

Part of the issue is that a large number of public and private utilities still operate on aging customer information and billing systems (CIS). These lack the cost-effective and native integration capabilities that drive agility – meaning utilities can't quickly adopt new technologies to respond to evolving customer expectations.

Today's utilities need a rapidly deployable, comprehensive CIS solution able to leverage new technologies such as Beyond Meter, Market, Advanced Metering Infrastructure, Internet of Things, Connected Devices, and Distributed Energy Resources. The solution must also meet customer demands for sustainability, energy efficiency, and consumption monitoring.

This is where HCL and SAP S/4HANA can help.

HCL's Base90 for Utilities has You Covered

Based on a modern architecture that provides an agile platform, HCL's Base90 for Utilities allows you to effectively utilize new technology areas.

A pre-defined solution for Customer Relationship and Meter-to-Cash processes

HCL's Base90 Solution for Utilities leverages the SAP S/4HANA Digital Core and SAP's industry solution for utilities. It provides a deployment accelerator based on industry best practices and our 25+ years of experience delivering SAP Customer Relationship and Billing solutions for Tier 1 and Tier 2 utilities in the regulated and de-regulated markets of North America.

Leverages HCL's deep experience in the Utilities industry

The solution is based on functionality and requirements refined over multiple transformation programs, HCL's experience providing Business Process Outsourcing and Application Management Services, our ongoing work with utility companies, and an understanding of the differences in operations of large investor-owned versus smaller mid-market publicly owned utilities.

Strengthened by HCL-developed add-on solutions

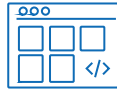HCL's Base90 offering is further strengthened with HCL developed add-on solutions

Predictive Customer Experience
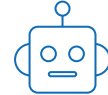
Enables more efficient customer interaction management

Exception Management Framework

Optimizes the exception management process, resulting in significant gains in efficiency

Customer Self Service

Offers HCL's multi-platform customer self-service solution

Chatbot integration

Provides chatbot integration for more seamless resolution

Field Service Integration

Offers HCL's multi-platform field service solution

Tools and Capabilities of HCL's Base90 for Utilities

HCL's Base90 for Utilities has been designed for quick deployment to a customer's chosen environment, whether will be on premises or in a privately hosted cloud environment.

The solution comes with a delivery briefcase containing a number of accelerators that help the project minimize project startup time, while equipping the project team with the appropriate tools and collateral to allow for efficient execution of design validation workshops, configuration requirement capturing, testing, and migration.

HCL leverages Jira and Confluence as enhanced project support tools as part of HCL's Activate+ Methodology, which utilizes a hybrid Agile/Waterfall approach to drive early availability of a minimum viable product.

Solution Highlights

Multi-service line enabled

Business processes are designed to operate across multiple service lines by meeting specific requirements for Electric, Water/Wastewater, Gas, and Sanitation for both metered and unmetered billing.

Extensive process inventory

Nearly 70 defined business processes, with supporting documentation and process flows, and associated user roles and security profiles, are available to enable a quick startup. The business processes are grouped across the core utility meter to cash operational areas.

Extensive test case inventory

An extensive inventory of unit, integration, and user acceptance test cases accelerates testing, while also freeing up project teams to focus on test cases required for specific localization requirements.

Extensive migration object library
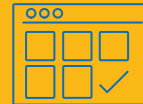
A complete migration object library for nearly 50 unique data objects including field-level mapping templates, allowing client teams to get a head start on data mapping exercises for migration purposes. The library contains mapping as well as technical specification documents.

Benefits of HCL's Base90 for Utilities

Standardized solution

The project team can focus on requirements that may be unique to a particular localization while leveraging what is common across all utilities.

Quicker deployment

A solid working foundation allows the team to validate processes and functions against customer requirements in a tangible manner. This avoids the early design phase misunderstandings that can cause significant time and cost overruns.

Shorter deployment timeframes

Earlier access to a solution to validate meter-to-cash processes accelerates the design and build phases, resulting in a quicker time-to-value and more time to focus on testing. This reduced load can translate into fewer resources and a more aggressive deployment timeline.

Reduced project cost

Shorter deployment and lower headcount requirements translate directly to cost savings during the solution implementation.

Simplified maintenance

By limiting custom development, the overall maintenance life cycle of the solution becomes simpler and less costly. A version upgrade or service pack application will require less effort, since the need to regression test custom development will be limited.

Scalable solution

SAP's industry solution for utilities is deployed across a wide variety of utilities, ranging from small local utilities to large multinational investor-owned entities operating in both regulated and deregulated environments. HCL's Base90 solution will grow with your business.
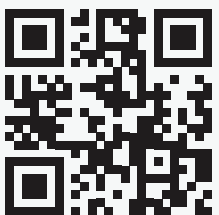
Expandable footprint

Since HCL's Base90 solution leverages the **SAP S\4 HANA** digital core as its foundation, it is a native component of the overall SAP suite of ERP products. Integration is embedded in the SAP S/4HANA solution, and if a customer elects to expand the ERP footprint, the solution will remain tightly integrated.

Interested? Get in touch to learn more at SAP@HCL.com

About HCL

HCL's global SAP practice has been leading benefits-driven business transformation globally for the last 25+ years. Building on our strong legacy of project delivery and product innovation within SAP Utilities for both regulated and deregulated industries across EMEA, APAC, and North America– combined with HCL's leading in-house Engineering Services, IoT WoRKS™, and Digital and Analytics practices– mean that HCL is positioned to lead digital transformation for utilities across the complete portfolio of new SAP digital technologies.

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